

**Exam Recipe and Outlines
ISA Municipal Specialist Exam**

I. Communication Skills

A. Oral

1. Public presentation
 - a. Audiences
 - b. Resources

B. Written

1. Public notices
2. Grants
3. Bids and contracts
4. Miscellaneous

C. Interactive

1. Conflict resolution
2. Inter-agency communication
3. Media communications
4. General public relations

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II. Public Relations/Education

- A. Customer service
 - 1. External
 - 2. Internal
 - 3. Referrals

- B. Public participation
 - 1. Tree board
 - 2. Volunteer management
 - 3. Special events

- C. Public education
 - 1. Tree benefits
 - 2. Tree management info

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III. Administration

- A. Budget and Funding
- B. Personal Management
- C. Labor Unions
- D. Contract Monitoring
- E. Safety – OSHA Compliances
- F. Policy Development
- G. Fleet and Equipment
- H. Program Justification

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IV. Tree Risk Management

- A. Tree health
 - 1. Pest management
 - 2. Abiotic disorders

- B. Tree protection
 - 1. Vandalism
 - 2. Collision
 - 3. Construction

- C. Appraisal
 - 1. Knowledge of tree appraisal methodologies
 - 2. Evaluate third party appraisals (analyze, conclude & recommend)
 - 3. Use of appraisals to qualify dollar value

- D. Risk assessment
 - 1. Tree hazard evaluation

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V. Arboricultural Practices

- A. Tree inventories
- B. Pruning and pruning cycles
- C. Planting
- D. Natural areas
- E. Soils and drainage

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VI. Policy/Planning

- A. Master Management Plan
 - 1. Assessment
 - 2. Council priorities
 - 3. Objectives
 - 4. BMP's
 - 5. Principles
 - 6. Reporting

- B. Risk Assessment
 - 1. Policy statement
 - 2. Goals
 - 3. Evaluation criteria
 - 4. Monitoring/inspection

- C. Laws and Ordinances
 - 1. Write/revise/understand
 - 2. Permits
 - 3. Plan review
 - 4. Criteria and specifications

- D. Storm Disaster Emergency Response
 - 1. Plan/protocols
 - 2. SEMS/EOC/DOC